



SMART GRID:

Privacy Awareness and Training –
A Starting Point for Utilities
October 2011

SGIP-CSWG Privacy Group

SGIP-CSWG Overview

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- SGIP
- CSWG
- Disclaimer:

These slides were created by the CSWG Smart Grid Privacy group to provide a tool for organizations involved with the Smart Grid to use to help facilitate training and awareness about Smart Grid privacy issues and risks. These slides are not endorsed by NIST, nor are they required to be used under any existing law or regulation. They are also not intended to be considered as legal advice.



The Purpose

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To address privacy issues related to consumer adoption of Smart Grid technologies

- Understanding what information may be collected
- Limiting the data collected to only that necessary for delivering and billing for services
- Describing why information is collected
- Explaining how information is used
- Knowing how to securely store the information
- Knowing who has access to this information
- Establishing information retention and disposal standards
- Determining how to inform customers about these practices



Our Objective

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To help promote effective privacy training and awareness communications and activities for all participants within the Smart Grid and provide tools to support this objective, that will also document the:

- Topics that should be covered
- Training/Awareness possibilities
- Possible communication methods



The Audiences

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- Users of Smart Grid technologies vary from utility companies to consumers to government and vendors. Each requires a unique approach and message regarding privacy for information related to Smart Grid technologies.
- There are many types of audiences involved.



Utilities

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Information gathered that should be covered by training and awareness messages

- Personal information
- Energy usage
- Energy creation/generation
- Location enabled technologies (e.g., GPS coordinates)
- Smart Meter identifiers (e.g., AMI IP address)
- Consumer HAN data
- PEV data accessed by the utility
- Add other and future topics as needed



Topics for Utilities

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Utilities should cover a wide range of topics to ensure employees and consumers understand the impact, as well as how it can impact the company and its consumers.

1. ***Basic privacy principles ****
2. ***Identifying privacy impacting data ****
3. ***How to safeguard data ****
4. ***Applicable laws and regulations ****
5. ***Policies and procedures that include coverage of Smart Grid technologies ****
6. ***Educating customers about utility privacy practices****
7. Providing consumers access to their data
8. Responding to consumer inquiries about privacy
9. How to perform privacy impact assessments
10. Add more topics for specific utility

* These are necessary training topics for all utilities



Training Possibilities for Utilities

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Each utility company can choose the best training method for its work environment.

- Online training modules
- Webinars
- Classroom training
- Videos
- Seminars/Conferences
- Other training activities
- See more ideas within SP 800-50 "Building an Information Technology Security Awareness and Training Program" at

<http://csrc.nist.gov/publications/nistpubs/800-50/NIST-SP800-50.pdf>



Awareness Possibilities for Utilities

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Each utility company can choose the best communication method for its work environment and culture. This is limited only by your own imagination.



Groups to Deliver Education

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Depending on the targeted utilities' audiences, the individuals or groups that deliver the training and awareness messages can impact the overall acceptance of the message. Here are potential groups to provide the training and awareness communications:

- ❑ Internal from within the utility
- ❑ Third party vendors
- ❑ Government agencies (e.g., DoE, FERC, NERC, NIST)
- ❑ National Initiative for Cybersecurity Education (NICE)
- ❑ PUCs
- ❑ North American Energy Standards Board (NAESB)
- ❑ Federal Information Systems Security Educators' Association (FISSEA)
- ❑ Institute of Electrical and Electronics Engineers (IEEE)
- ❑ Association for Computing Machinery (ACM)
- ❑ Marketing groups
- ❑ Consumer groups

